

Message Text

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41

ACTION AF-06

INFO OCT-01 ISO-00 EB-07 /014 W
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P R 181625Z DEC 75
FM AMEMBASSY ACCRA
TO USDOC WASHDC PRIORITY
SECSTATE WASHDC 451

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USDOC FOR BIC/RVDLUN: STATE FOR AF/W/MCGUIRE

EO 11652 NA
TAGS: BDIS
SUB: MEXICAN AMBASSADOR'S COMPLAINT AGAINST GM DEALER

1. MEXICAN AMBASSADOR HAS MADE MAJOR REPRESENTATION TO ME REGARDING COMPLAINT AGAINST UTC, LTD., LOCAL GENERAL MOTORS AGENT, IN MANNER IT ALLEGEDLY MIS-SERVICING HIS OFFICIAL CHEVROLET. UTC GENERALLY DENIES ALLEGATIONS.

2. I AM NOT RPT NOT PREPARED TO INTERCEDE IN THIS COMMERCIAL DISPUTE, HOWEVER, I AM CONCERNED THAT GENERAL MOTORS OVERSEAS DISTRIBUTION CORP.,(767 PARK AVE., NEW YORK 10022, HAS NOT YET REPLIED TO MEXICAN AMBASSADOR'S NOV 7 LETTER OF COMPLAINT, COPY OF WHICH GIVEN TO US THIS WEEK. UTC TELLS US THAT SUCH LETTERS NORMALLY FOLLOW BUREAUCRATIC ROUTE FROM NEW YORK TO ANTWERP REGIONAL OFFICE TO AGENT'S HEAD OFFICE IN SWITZERLAND TO UTC GHANA.

3. ACTION REQUESTED: URGENTLY REQUEST GM TO RESPOND DIRECTLY TO MEXICAN AMBASSADOR, ASSURING HIM THAT GM CONCERNED WITH ITS SERVICING WORLDWIDE DESPITE ADVERSE LOCAL CONDITIONS, SUCH AS LACK OF SPARE PARTS IN GHANA.

4. FYI: UTC TAKING MATTER SERIOUSLY. MOTOR MANAGER CAME TO AMEMBASSY AND TOLD E/C COUNSELOR NOT ONLY THAT MEXICAN ALLEGATIONS INCORRECT BUT THAT UTC DISAPPOINTED GM OS
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BUREAUCRATIC, FAILED FOR MANY MONTHS TO MODIFY ITS

INTERNAL PROCEDURES TO ALLOW EVEN LIMITED SPARE PARTS IMPORTS
IN MANNER TO MEET LOCAL LAW DOCUMENTATION REQUIREMENTS,
AND HAS NOT SENT ANY GM REP. TO GHANA IN A VERY LONG
TIME. MOTOR MANAGER SAID UTC WONDERING IF GM REPRESENTATION
WORTHWHILE. ON OTHER HAND, HE INDICATED MAJOR PORTION ITS
MOTOR BUSINESS IS OPEL (GERMAN GM). BLACK

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Margaret P. Grafeld
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